



## CUSTOMER PORTAL – Residential customers

**You'll need your Town of Frederick Utility Bill**

Website: <https://tofccem.elster.com>

The screenshot shows the website's home page with a green header containing the Frederick Power & Light logo. Below the header is a large green box titled "Log In". Inside this box are two input fields for "User Name" and "Password", a "Remember Me?" checkbox, and three buttons: "Log In", "Sign Up", and "Reset". A link for "Forgot Password?" is located to the right of the buttons. A callout box with an arrow pointing to the "Sign Up" button contains the text: "Create an account, by clicking on the 'Sign up' button on the home page."

The screenshot shows the "Sign UP" form on the website. The form is green and contains two input fields: "Primary Account Number" with the value "1" and "Primary Meter Number" with the value "2". A "Validate" button is located to the right of the meter number field. A callout box to the right of the form contains the following instructions:

Refer to your utility bill for this information:

1. Type in your account number using the following format: XXXXXX.XX
2. Type in your 8 digit meter number using the following format: XXXXXXXX
3. Click on the "Validate" button.

The screenshot shows a web browser window with the URL <https://tofccem.elster.com/>. The page features the Frederick Power & Light logo in the top left. A green "Sign UP" form is centered on the page. The form includes fields for "Primary Account Number" (111111.11), "Primary Meter Number" (11111111), "UserName" (1), "Password" (2), and "Confirm Password" (3). A green box with the code "60436" is positioned next to a fourth input field. A "Sign Up" button is at the bottom of the form. A link "Already signed up? Log In" is in the top right of the form area. A list of five steps is overlaid on the right side of the form.

Frederick Power & Light

Sign UP [Already signed up? Log In](#)

Primary Account Number : 111111.11

Primary Meter Number : 11111111

UserName : 1

Password : 2

Confirm Password : 3

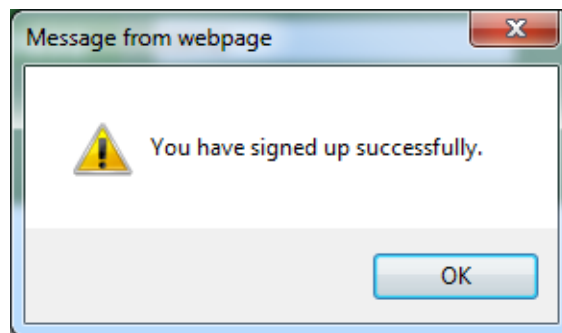
60436

5 Sign Up

1. Create a user name.
2. Create a password.
3. Confirm password.
4. Enter code provided.
5. Click on the "Sign Up" button.

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When you have created and account successfully, you will receive a pop-up message. Click OK. You will then be routed to the Log In page.



1. Type in your user name.

2. Type in your password.

3. Check the box for "Remember Me"  
If you would like the application to remember your user name and password every time you visit the site.

4. Click on the "Log In" button.

Fill out the necessary information from the dropdown. Each box needs to have a selection made in order to access the account information.

**Note**

Please select the account and the relevant Location, Service and Meter details below. These will be used for gathering the required data to be shown on the subsequent screens. You can change your selection any time from the 'Account Options' menu item.

**Account Selection**

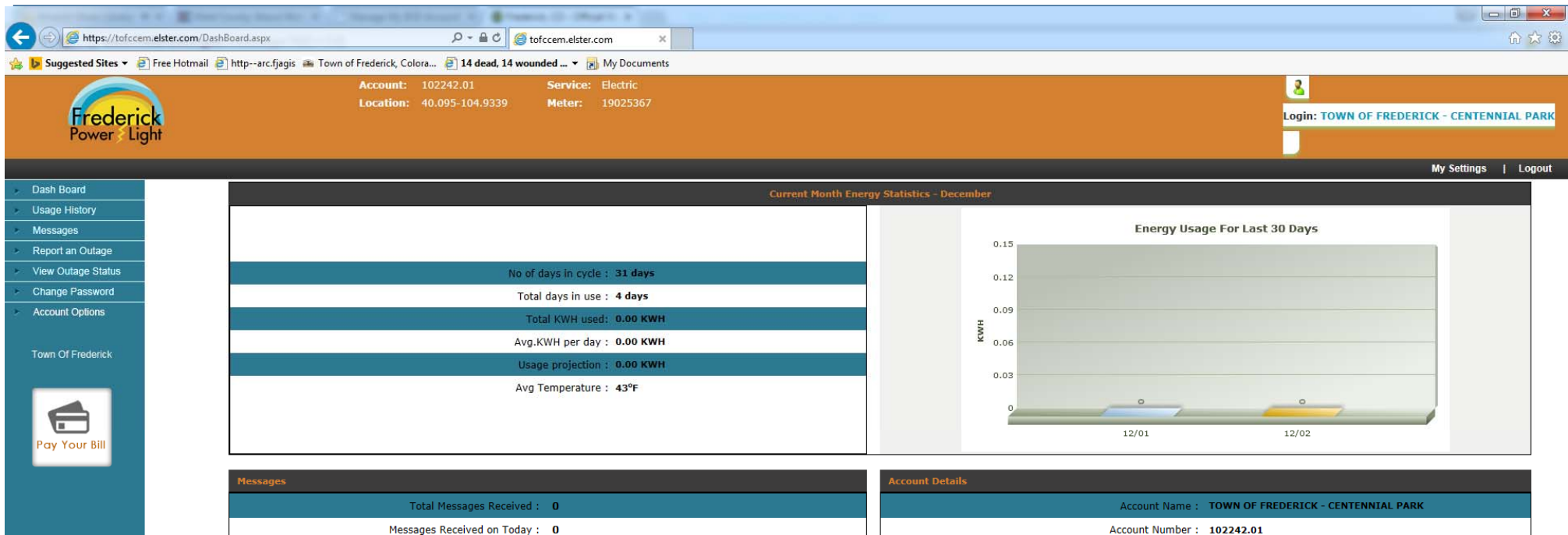
Select Account: \*

Select Location: \*

Select Service: \*

Select Meter: \*

Once you have successfully signed in you will see your electric dashboard home page.



Within the dashboard you can:

- \*View your usage history
- \*View messages regarding the system
- \*Report an Outage
- \*View and Outage Status
- \*Change your password
- \*View other meters assigned to your account, if you have more than one.

We've also provide east access to the Town's website and Express Bill Pay.

## ***MOBILE APPLICATION***

The mobile application is tied to the Website portal. Once you have setup your account on the customer web portal <https://tofccem.elster.com> your user name and password will be the same for the mobile application.

Depending on your mobile operating system Play Store (Android) or App Store (Apple). Search for Town of Frederick. You'll see the following Icon



Install the application. You'll use the same user name and password that you assigned to your customer web portal. Once logged in you have the same features and resources that are provided on the website portal.

If you have any questions regarding either of these Frederick Power & Light tools, please contact us at 720.382.5514

